

Board of Trustees
9-10 March 2022

Refers to
agenda item 6b)

Agenda Item: Safeguarding and Incident Management

Summary:

This is the IPPF 2021 Annual Safeguarding Report, providing an overview of the progression of IPPF's safeguarding work over the last year. It highlights achievements and challenges and identifies areas for focus and improvement for 2022, drawing from the Safeguarding and Incident Management Audit, undertaken by our auditors RSM in Q4 2021.

A significant amount of progress has been made in respect of:

- development and roll out of safeguarding related training and resources to further grow and develop a safeguarding culture across the secretariat; and
- secretariat support to MA/Assoc/CPs around the development of their safeguarding practice, culture and resources and alignment with the IPPF Safeguarding Framework.

This report also provides Trustees with data and analysis in respect of the very small number of safeguarding concerns, a total of five concerns, reported in 2021 to IPPF SafeReport – our confidential reporting service. All five concerns related to Member Associations, Associate Member Associations or Collaborative Partners (MA/Assoc/CPs). No safeguarding concerns were reported in respect of regional/subregional offices or the London (Central) office.

Safeguarding is one of six categories of concern that can be reported; known as Primary Issue Types (PITs). At 31 December 2021, the cumulative number of all concerns across all 6 PITs reported since the service went live in December 2018, is 200. This includes the cumulative total of **17** safeguarding concerns, of which 5 were reported in 2021. This represents 8.5% of the total caseload, across all six PITs.

This report considers data relating *only* to safeguarding concerns. Due to the confidential nature of safeguarding concerns, details of cases are not included, to align with international best practice. Where warranted, concerns are escalated to senior staff and the safeguarding lead on the Board of Trustees.

The data and narrative relating to the 183 **non-safeguarding** concerns is provided in the 2021 Annual Incident Management Report.

Finally, this report also provides summary information about the way that the WISH project is supporting its participating MAs to develop their own safeguarding work and to increasingly comply with the standards agreed with FCDO who funds this work.

Contents of Report

- 1. Responding to reported Safeguarding Concerns**
 - a. Safeguarding caseload and key takeaways
 - b. Closure Status and Lessons and key takeaways
- 2. Safeguarding Activities in 2021**
 - a. Achievements
- 3. Development of WISH MAs**
- 4. Conclusion**
- 5. Priorities for 2022**

Action Required:

- The Board to read and note the report.

2021 Annual Safeguarding Report

1) Responding to Reported Safeguarding Concerns

Safeguarding caseload

Of the 17 reported concerns received cumulatively at 31 December 2021, 13 reports relate to MAs/Assoc/CPs and four (24%) relate to regional/subregional offices or the London (Central) office. In 2021, a total of five safeguarding concerns were reported. All five concerns related to a MA/Assoc/CPs. Safeguarding has three subcategories. These are shown in Table 1 below.

Table 1: Reported Safeguarding Concerns

Figures in () is the number and % of safeguarding concerns that relate to MAs/Assoc/CPs

Safeguarding Concern Subcategories	Cumulative total at 31 Dec 2021	Reported in 2021	Reported in 2020	Reported in 2019
Sexual Exploitation and/or Abuse	3 (3, 100%)	1 (1, 100%)	1 (1, 100%)	1 (1, 100%)
Sexual Harassment	10 (8, 80%)	3 (3, 100%)	4 (3, 75%)	3 (2, 67%)
All Other Forms of Abuse	4 (2, 50%)	1 (1, 100%)	2 (1, 50%)	1 (0, 0%)
Total No. of safeguarding concerns	17 (13, 76%)	5 (5, 100%)	7 (5, 71%)	5 (3, 60%)

This shows a 16% increase in the number of concerns relating to MA/Assoc/CPs and a decrease of 17% in the number of concerns reported relating to regional/subregional/London (Central) office. Both are both likely to be a direct result of our key safeguarding activities in 2021. These activities are all designed to promote awareness of our reporting service and of safeguarding in general, to staff working in MA/Assoc/CPs and to facilitate increased understanding across the secretariat, of the difference between safeguarding and other forms of inappropriate behaviour at work.

Key Takeaways

- 100% of the safeguarding concerns reported in 2021 relate to MA/Assoc/CPs;
- the number of safeguarding concerns being reported has remained very low and static since the reporting service was launched three years ago;
- there has been a 16% increase in the number of concerns reported relating to MA/Assoc/CPs;
- there has been a 17% decrease in the number of concerns reported relating to regional/subregional/London (Central) offices;
- we are still not receiving safeguarding concerns about people who access IPPF services. This remains an area of attention for the Federation;
- the most common subcategory is sexual harassment, also static over the last three years;

Closure status, outcomes and lessons

Closure status at 31 December 2021: of the 17 concerns reported cumulatively, 13 are closed and four remain open. Of the four open concerns, three were reported in 2021 and one in 2020 and all four relating to alleged sexual harassment in MA/Assoc/CPs. Efforts and escalation of communication to appropriate individuals in MA/Assoc/CPs progresses but remains challenging.

Table 2: No. of reported safeguarding concerns that remain open at 31-12-21

Figures in () is the number and % of safeguarding concerns that relate to MAs/Assoc/CPs

Open cases	Cumulative open concerns	Reported in 2021	Reported in 2020	Reported in 2019
No of safeguarding concerns open at 31-12-21	4 (4, 100%)	3 (3, 100%)	1 (1, 100%)	0 (0, 0%)

Outcomes at 31-12-21: Table 3 below, provides the outcomes of the 13 safeguarding concerns closed at 31 December 2021. The number of safeguarding investigations resulting in a substantiated outcome has risen year on year to a cumulative total of nine (69%) of the 13 closed cases.

Table 3: Safeguarding case outcomes, of cases closed by year.

Case outcomes	Cumulative total	2021	2020	2019
Substantiated	9	5	3	1
Partly unsubstantiated	0	0	0	0
Unsubstantiated	2	0	2	0
Retracted	1	1	0	0
No response from reporter	1	1	0	0

Lessons and weaknesses identified from case management at 31-12-21: because most reported safeguarding concerns reported relate to MA/Assoc/CPs, many of which have been open for unacceptably long periods of time, a key and ongoing weakness across MA/Assoc/CPs, is the lack of effective processes to manage safeguarding concerns, or the infrastructure, policies and expertise to support actions required if a case is substantiated.

By way of example, in the WISH Programme, MAs continue to experience systemic challenges despite regular support from Safeguarding Advisors. These challenges, including jurisdictional legal provision, have at times had to be addressed with a multi-disciplinary team comprising WISH and regional office staff. This is a positive collaborative approach, but costly in terms of secretariat management time. This was confirmed by our internal auditors, RSM:

‘All IPPF Member Associations (MAs) are required to meet 10 fundamental principles and 48 separate standards as a condition of membership. These are set out within the IPPF Standards and Responsibilities of Membership. However, safeguarding expectations and responsibilities are not covered within these Standards. If the Member Association accreditation process does not assess compliance against IPPF’s Safeguarding Framework and international safeguarding best practice, then there is a risk that inadequate safeguarding systems and processes within MAs will result in children and vulnerable adults not being safeguarded from harm, abuse, neglect and exploitation, causing reputational damage to IPPF both locally and globally.’

IPPF will need to consider how it shifts this position going forwards, as safeguarding compliance is expected by an increasing number of IPPF stakeholders. This will be supported by the current review of the IPPF’s Accreditation. It would be a strong contribution to gradual, long-term, sustainable change if the revised Accreditation Framework includes safeguarding as a key feature. This should facilitate the assessment of MA alignment with the IPPF Safeguarding Framework; based on international best practice, including the management of safeguarding concerns.

Key Takeaways

- when attempting to analyse the closure outcomes of reported safeguarding concerns, the variables involved are multifarious, as such, it is not possible to accurately determine any trends or patterns that we can evidence accurately at this time;
- an increase in substantiated outcomes, as compared to other outcomes, does not necessarily evidence an increase in sexual abuse exploitation and harassment (SEAH) taking place across the Federation. For example, as a result of the safeguarding work delivered in 2021, the investigation outcome data could point to an increase in the *identification* of abusive behaviour, an increase in *confidence* in our reporting service, and/or improvement in the *quality* of investigations;
- secretariat staff are a key stakeholder; as such, we should continue to regularly ask whether staff experience IPPF as a safe and rewarding place to work and as responsive when concerns are reported, as it is inspiring;
- IPPF needs to consider ways in which to support MA/Assoc/CPs to better manage safeguarding concerns that arise, more promptly, underpinned by the development and implementation of the right policies and procedures – included in IPPF’s Policy Handbook; and
- we have identified a clear need for MA/Assoc/CPs to develop and embed strong safeguarding practices and culture and improve their ability to increasingly align with the IPPF Safeguarding Framework in practice.

2. Safeguarding Activities in 2021

The secretariat Safeguarding Team successfully delivered its key priorities set for 2021. These were all focused on capacity building MA/Assoc/CPs in respect of safeguarding, and the development and roll out of training and resources in addition to a new process that ensures all secretariat staff receive as standard, safeguarding induction and annual refresher training. The Safeguarding Team led The Big Launch Event, held on 28 April 2021 for all secretariat staff. This was followed by electronic launch to all MA/Assoc/CPs, to introduce:

- **the new Safeguarding Training Pack**, available in English, French, Spanish, Arabic and Portuguese;
- **a new resource hub**, available to secretariat and MA/Assoc/CP staff; and
- **the new IPPF SafeReport service**: our new and improved confidential reporting (whistle blowing) service.

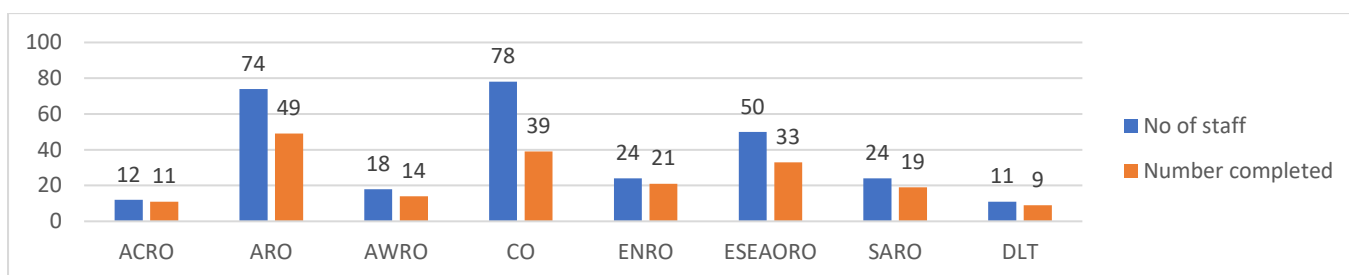
Achievements

- Roll out of the Safeguarding Training Pack via Train the Trainer events**: across **16** events, we trained **225** individual staff from MA/Assoc/CPs (incl WISH and non-WISH MA) staff, and **3** secretariat staff.
- Delivery of general or tailored safeguarding training**: across **8** events, we delivered safeguarding sensitisation or related training to **234** MA/Assoc/CP (incl WISH and non-WISH MA) staff and to secretariat staff.
- Resource dissemination sensitisation training**: across **3** events, we introduced safeguarding resources to **63** individual staff working in MA/Assoc/CP (incl WISH and non-WISH MA) staff.
- Secretariat staff safeguarding induction**: across **9** events, safeguarding induction was delivered to **79** new secretariat staff. The new safeguarding induction process commenced in October 2021. It ensures all new secretariat staff, volunteers etc., attend high quality, standardised safeguarding induction. The Audit report noted this as a management action, but this initiative was implemented before the Safeguarding and Incident Management Audit was finalised, as this inconsistency was identified in 2021.

While this was designed by the safeguarding team, this has only been possible through growing collaboration between HR and the Safeguarding colleagues. We now have central records of staff requiring and having received this training. This collaboration effectively models a unified secretariat culture ‘in practice’ and the benefits are improving compliance rates of attendance at this essential training during the onboarding process.

- Development and roll out of a new mandatory safeguarding refresher training course**: this self-led. Training, which includes quizzes, case studies and videos, including a message from Kate Gilmore, was launched in November 2021. Early data indicates a global completion rate of 71% by 31 December 2021.

Table 4: Safeguarding Refresher Training completion rates at 31 December – by region and for the DLT



Staff shared positive feedback about the refresher training:

“While mandatory trainings aren’t anyone’s favourite thing – I really enjoyed this training and am so glad we are doing it. It did a good job at leaving you with some key take aways and if we want to actually have a safeguarding culture we need to be reminded (often) that there is no alternative to 100% acceptable behaviour.”

“Thanks to you and your team for putting together this training, really important we all do regular refreshers.”

“Thank you for taking us through such an energizing and high impact Safeguarding Refresher Training session this afternoon, you certainly made the most of 40 mins to remind us of the importance of this aspect our role.”

3. Development of WISH MAs

Since the WISH programme began implementation in 2019, the project includes two Safeguarding Advisers with the key responsibility to support the 19 MAs involved in the programme to work towards becoming fully compliant with safeguarding expectations and requirements of IPPF and FCDO. The WISH Safeguarding Advisers also have global and regional safeguarding responsibilities and are part of the small Global Safeguarding Team.

The WISH Programme went through a few changes in 2021, as the first funded three years of the project concluded in August with fewer countries and reduced budgets. The IPPF staff teams working on WISH Lot 1 (Led by MSI) and Lot 2 (Led by IPPF) were merged. Additionally, at the beginning of the Q4 2021, (the no cost extension period), five WISH MAs ceased delivery of WISH programme related work: Zambia, Mozambique, Nigeria, Cote d' Ivoire and Cameroon. The analysis of safeguarding compliance of WISH MAs at 31 December 2021 was assessed in 11 WISH MAs: Uganda, Tanzania, Sudan, South Sudan, Malawi, Ethiopia, DRC, Chad, Mauritania, Burundi, and Pakistan.

The compliance status of these 11 MA's was 70%. This was achieved through sustained support through a delivery of a range of activities, drawn from the safeguarding action plans drafted in 2019, against the six safeguarding standards withing the IPPF Safeguarding Framework. Examples of the compliance gaps identified in some WISH MAs:

- a lack of safeguarding-related policies approved at Board level and implemented, that align with the IPPF Safeguarding Framework and its Policy Handbook. This was a challenging gap because as safeguarding concerns were reported, the lack of appropriate infrastructure and policy framework and expertise or budgets to outsource complex investigations, MAs were unable to hold their people to account; and
- some countries lack national laws that address safeguarding which complicates these matters further.

4. Conclusion

A huge amount of work with positive outcomes has been achieved by a small, dedicated team, with support from colleagues and an increasing focus and prioritisation of safeguarding. Despite the positive steps forward, there are some priority initiatives to be undertaken in 2022, most were identified already and then confirmed by the audit report, which contained a range of required management outcomes. All the management actions have been accepted. The safeguarding priorities and management actions are included below as key priorities for 2022.

5. Key Priorities for 2022

Work in 2022 will focus on a range of key priorities, which will be monitored for progress. These are high level initiatives and do not represent the detailed workplan for 2022.

Action	Target completion
Improve and embed secretariat adherence to safe recruitment practices (audit: management action): the Employment Principles Policy and Safeguarding (Children & Vulnerable Adults) Policy contains a Safe Recruitment checklist to be applied to all new IPPF staff.	Q2
Develop and roll out 2022 Safeguarding Refresher Training all secretariat staff, including Trustees (audit: management action): Implemented earlier in the year, increase in year completion compliance rates.	Q4
Safeguarding and Incident Management Expectations MA/Assoc/CPs (audit management action): Working with Accreditation colleagues, ensure that Safeguarding is included in the Accreditation Framework.	Q4
Continue to support WISH MAs and other Assoc/CPs to improve their compliance rates: Continue to work with WISH MAs to increase the current compliance rates of all WISH MAs and identification of focal points.	Q1-Q4
Assess secretariat compliance with the IPPF safeguarding Framework and where possible non WISH MAs (audit management action): Develop a tool to assess compliance of all secretariat offices with the IPPF Safeguarding Framework.	Q4
Further develop IPPF Funding Agreement contract documents: to ensure safeguarding is adequately and proportionately included. Continue support for WISH MAs through dedicated time to increase compliance rates.	Q2

KEY TO ACRONYMS

ACRO	Americas and the Caribbean Regional Office
ARO	Africa Regional Office
AWRO	Arab World Regional Office
BoT	Board of Trustees
C-FAR	Finance, Audit and Risk Committee
DLT	Directors Leadership Team
ENRO	European Network Regional Office
ESEAORO	East and Southeast Asia and Oceania Regional Office
FCDO	Foreign, Commonwealth & Development Office
MA/Assoc/CPs	Member Association/Associate Members/Collaborative Partners
PITs	Primary Issue Type
SARO	South Asia Regional Office
WISH	Women's Integrated Sexual Health Programme (funded by FCDO)